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RILEY BOYLE

v.

LEGACY HEALTH PLAN NO. 504, LEGACY HEALTH, and
PACIFICSOURCE HEALTH PLANS

File Name: disc_rec_PS_003004_2018.06.18_Phone
Call_Boyle.wav

1 TORY: Customer Service. This is Tory.
2 How many I help you?

3 JOSIE BOYLE: Hello. My name is Josie
4 Boyle and I have PacificSource, and I have a
5 question about a denial that I received.

6 TORY: Okay. Yeah, definitely. Can I
7 get your member ID number?

8 JOSIE BOYLE: Well, you know, I don't
9 know what it is.

10 TORY: That's okay. Um...let's do your
11 last name and date of birth. How do you spell
12 your last name?

13 JOSIE BOYLE: B-O-Y-L-E.

14 TORY: Okay. And what's your date of
15 birth?

16 JOSIE BOYLE: 7/24/73.

17 TORY: 7/24/73.

18 JOSIE BOYLE: Okay. It's actually a
19 denial on my daughter's -- for my daughter. I
20 don't know if that makes a difference.

21 TORY: Yeah. Let's see. For -- what's
22 her --

23 JOSIE BOYLE: Riley.

24 TORY: Riley. Okay. Okay. Just give
25 me one moment.

1 JOSIE BOYLE: No worries.

2 TORY: And then can you just confirm
3 Riley's date of birth?

4 JOSIE BOYLE: 8/15/2000.

5 TORY: Thank you. Okay, um...sorry.

6 JOSIE BOYLE: It's okay.

7 TORY: Okay. And then what is the
8 address that we have on file for you ladies?

9 JOSIE BOYLE: 7015 Southeast 16th
10 Avenue, Portland, Oregon 97202.

11 TORY: Great. Thank you. Oh, okay.
12 Um...so it looks like you guys are a part of the
13 Legacy Network, so we have a dedicated team of
14 customer service that can help you with this. So
15 let me just transfer you.

16 JOSIE BOYLE: Okay.

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C E R T I F I C A T I O N

I, Sonya Ledanski Hyde, certify that the
foregoing transcript is a true and accurate
record of the proceedings.

Sonya M. Ledanski Hyde

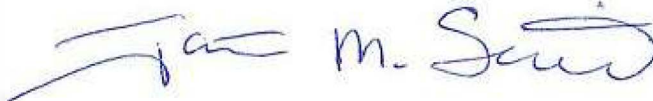
Veritext Legal Solutions
330 Old Country Road
Suite 300
Mineola, NY 11501

Date: May 10, 2021

C E R T I F I C A T E

I, Janette M. Schmitt, a Certified Shorthand Reporter for Oregon, do hereby certify that after having listened to an audio recording, that Sonya Ledanski Hyde transcribed all testimony adduced and other oral proceedings had, and that thereafter her notes were reduced to typewriting under her direction; and that the foregoing transcript, pages 1 to 4, both inclusive, constitutes a full, true and accurate record of all such testimony adduced and oral proceedings had, and of the whole thereof.

Witness my hand and CSR stamp at Vancouver, Washington, this 11th day of May, 2021.



JANETTE M. SCHMITT

Certified Shorthand Reporter

Certificate No. 90-0093

Expiration Date: 6/30/2023

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[reporter - yeah]

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